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|----|--|-----------|-----------|-----------|-----------|------------|------------|------------|------------|
| | 20 Surveys received | | | | | | | | |
| | January, 2006 | Poor | | | | | Excellent | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | N/A | |
| 1 | Prompt Service | | | | | 4 | 15 | | |
| 2 | Willingness to help you | | | | 1 | 6 | 12 | | |
| 3 | Accuracy | | | | 1 | 4 | 13 | 1 | |
| 4 | Knowledge | | | | | 4 | 15 | | |
| 5 | Courtesy | | | 1 | | 2 | 16 | | |
| 6 | Individualized attention | | | 1 | 2 | 2 | 14 | | |
| | Front Counter | | | | | | | | |
| 7 | Our telephones were answered promptly | | | | 1 | 8 | 8 | 3 | |
| 8 | Our office hours are convenient | | | | 2 | 6 | 9 | 3 | |
| | Plan Exam | | | | | | | | |
| 9 | Phone calls were returned in timely manner | | | | 2 | 3 | 12 | 3 | |
| 10 | Our forms are understandable | | | 1 | 2 | 5 | 8 | 4 | |
| 11 | Our correspondence is understandable | | | | 3 | 4 | 10 | 3 | |
| | Inspection | | | | | | | | |
| 12 | Our Inspectors are accessible | | | 1 | 1 | 1 | 17 | | |
| 13 | Our inspection hours are convenient | | | | 2 | 1 | 17 | | |
| | TOTALS | 0 | 0 | 4 | 17 | 50 | 166 | 17 | 254 |
| | Percentage | 0% | 0% | 2% | 7% | 20% | 65% | 7% | |
| | | | | | | | | | |
| | | | | | | | | | |

Department of Building Inspections Customer Survey Comments

WHAT DID WE DO WELL?

Inspection could not be better.

Adapted to change in completion gracefully. Rescheduled when it was convenient for us.
Insisted on completion.

Everything was done promptly and with full satisfaction.

Approved our project – at a hefty price.

The ladies at the counter are extremely professional & courteous. Cindy always has the answers I need.

What I found interesting was the inspectors for basement remodel found issues w/electrical elements that obviously passed on the home builders inspection. Still don't know who was right.

Joy at the front desk is a pleasure to do business with and very capable.

Inspectors were always on time.

Prompt and thorough – Thank You.

I was treated courteously and professionally from the first phone call to the last inspection. Thanks.

WHAT CAN WE DO BETTER?

Some paper work a little confusing.

Get cell phones to your inspectors. I couldn't hear the doorbell, so was charged about \$25 for a return visit, grrrrr. He could have called me before he left our house. (Actually this was IBI's re-inspection not the Building Department.)

Better parking.

Pink reminder card came week after inspection and 3 months after equipment installed.

Remind inspectors that most home owners do not do inspections on a daily basis. Inspectors need to be more courteous.

Wipe your shoes after walking in mud. (Electric Inspection).